

Section 6.0 – PPEA Compliance

6.1 Introduction to Qualifications and Experience

The Commonwealth Partners (IBM and BearingPoint) are industry pioneers with deep and broad experience in the enterprise applications arena, and as important, have significant experience working as a team to deliver results to very satisfied customers. The approach of teaming together, allows the Commonwealth to leverage the vast experience of both teams with the application areas you are focused on and the experience each has with the Commonwealth. Outlined below are our qualifications that cover specific and relevant past experience:

- Experience with the Enterprise Applications we are proposing
- Experience with state governments that have implemented state-wide enterprise applications
- Experience with the software vendors the agencies have committed to
- Experience as a team (IBM and BearingPoint) on delivering similar enterprise projects
- Experience in maintaining both legacy and new applications for large complex organizations

The Commonwealth Partners are committed to your success and will leverage our experience and expertise in order to have the Commonwealth meet their goals in Enterprise Application Transformation.

List of Qualifications

- Commonwealth of Pennsylvania
- Government of Alberta
- State of Florida
- University of Virginia
- State of Arizona
- State of Michigan
- Gwinnett County Public Schools
- State of California, CWS

Commonwealth Partners Cross Reference: In addition to individual client references, each of these successful projects contained elements similar in scope to those elements being proposed:

Account/ Customer	Project Snapshot	Financial Management	Administrative Management	Human Resource Management	Supply Chain Management	Application Management Services
Commonwealth of Pennsylvania	IBM and BearingPoint implemented SAP to introduce leading practices to the Commonwealth of Pennsylvania's core business processes in Finance, Budget, Procurement, Human Resources and Payroll	X		X	X	
Government of Alberta	The Government of Alberta engaged IBM to implement PeopleSoft Financials, HR and SCM to make their Finance and Human Resources systems operate more effectively	X		X	X	X
State of Florida	IBM and BearingPoint are guiding the design, development and implementation of an ERP system consisting of a core of PeopleSoft Financials, Enterprise Project Management, Enterprise Project Accounting, Enterprise Portal, and Purchasing to replace five disparate legacy information systems	X		X	X	
University of Virginia	BearingPoint implemented Oracle to manage Finance, HR and Supply Chain Activities	X		X	X	
State of Arizona	The State of Arizona engaged IBM to replace its existing human resource and payroll systems and other applications with a single integrated Human Resources Information System (HRIS) to be shared by all branches/ departments/ agencies of the State Government			X		
State of Michigan	IBM implemented Lawson to manage HR/Payroll activities			X		
County Public Gwinnett, GA Schools	Gwinnett GA County Public Schools engaged IBM to implement PeopleSoft Financials, Human Resources, and SCM to improve productivity for the school system	X		X	X	
State of California CWS/CMS	IBM developed, implemented and operates a centralized online Case Management System (CMS), consolidating the operations of 58 agencies as well as provided industry expertise and a disciplined approach to design, develop, implement, and maintain CMS.					X
Chicago Transit Authority	Chicago Transit Authority engages IBM to implement Oracle Financials, Human Resources, SCM	X		X	X	
New York City Housing Authority	BearingPoint implemented an Oracle ERP system and provided change management and training to help the client transition to new financial (including budgeting) and materials management systems.	X			X	
City of Atlanta, Department of Aviation	BearingPoint provided project management and systems integration support for the implementation of financial and lease management software at one of the world's busiest airports. BearingPoint also provided project management and coordination services for the parallel implementation of airport lease management and billing software.	X			X	
City of Atlanta, Department of	BearingPoint provided project management and systems integration support for the implementation of financial and	X			X	

Account/ Customer	Project Snapshot	Financial Management	Administrative Management	Human Resource Management	Supply Chain Management	Application Management Services
Aviation	lease management software at one of the world's busiest airports. BearingPoint also provided project management and coordination services for the parallel implementation of airport lease management and billing software.					
State of Delaware	The IBM Reengineering Project Team provided a review, based on financial best practices, IBM Financial Consultant expertise and organizational change management practices, of all major financial accounting processes for the State of Delaware. Additionally IBM provided appropriate recommendations for organizational structure, process improvements, an implementation plan based on the financial modules to be implemented and a proposed PeopleSoft/Oracle implementation Budget.	X				
National Account Service Company (NASCO)	NASCO, a major healthcare corporation, engaged IBM to provide strategic outsourcing services to support and operate the company's major processing system.					X
Health Care Service Corporation (BCBS IL/TX/NM)	A U.S. health and life insurance company reduced IT costs, streamlined and improved processes by leveraging IBM's disciplined approach to application management.					X
AT&T Global Network Services	AT&T, a leading network service provider ,greatly reduced the amount of time required to find, diagnose, and fix problems in its network environment and improved customer service by implementing a network monitoring and reporting solution based on IBM Tivoli software and a custom -written application from IBM for use by AT&T's customers					X
San Diego County	San Diego County is using Tririga Facility Center 8i to manage 618 properties, 623 leases, 1,038 land parcels , 7,411 equipment assets, and manage over 9.5 million gsf. They perform maintenance management, employee request submittals and are in the testing phase to implement project management.		X			
Texas Department of Mental Health and Mental Retardation (TDMHRM)	The State Agency has 22 locations with almost 1,500 buildings comprising 11 million sq. ft. on 10,000 acres of land. Tririga Facility Center 7x is used daily by 350 people. The agency handles over 17,000 preventive maintenance work orders		X			
County of Los Angeles, CA	The County uses over 32 concurrent licenses of Tririga Facility Center 7 operations and maintenance licenses to process work orders. They are also using handheld integration with Facility Center for work orders in the field.		X			
Graybar Electric	IBM and Provia were engaged by this major electrical and communications/data distributor to develop a detailed implementation guide, plan and start-up each location, and provide specified enhancements to inventory planning and stock allocation systems.				X	
BMG Music	IBM implemented the Provia WMS software to leverage the functionality to improve existing warehouse management processes. The net result was increased functionality, increased inventory accuracy, and reduced costs				X	

Account/ Customer	Project Snapshot	Financial Management	Administrative Management	Human Resource Management	Supply Chain Management	Application Management Services
Atlantic Coast Airlines	IBM was chosen to provide EAM project knowledge and subject matter expertise for the largest regional air carrier service on the East Coast. An as-is/to-be assessment was performed as well as the following services: change management, system requirements analysis, vendor selection, fit-gap analysis, assistance in the data migration from their legacy system and assistance with the development and integration of MRO Software's MAXIMO solution. In addition, assistance was provided in the integration to the Lawson financial package.				X	
ViaSystems Group Inc	IBM Global Services implemented Oracle Financials and MRO Software's MAXIMO maintenance and distribution applications using a proven package integration methodology which allowed ViaSystems to become completely autonomous of the Lucent and AT&T Legacy systems.		X			
Dupont	IBM was engaged to perform the following tasks: Standardize processes across all divisions, Shift procurement resources/expenditures from tactical to strategic procurement activities, Optimize the Supply Base Leverage Cross-division spend, Train 13,000 users globally.				X	
U.S. Air Force	The Purchasing and Supply Chain Management group asked IBM to assist in moving their department toward cost effective supply chain operations and integrate their supply chain end-to-end as well as to develop a flexible, empowered and strategically minded workforce. IBM's solution included the following components: Organization, Training, Process improvement, Standardization, Business Process Engineering, Change Management, Occupational Analysis, IT System Definition and Training, Organizational Structure Development, Program Management				X	

6.1.1 References

Commonwealth of Pennsylvania Enterprise Application Development and Deployment

Organization Name	Commonwealth of Pennsylvania (CoPA), Enterprise-wide SAP implementation
Industry	State Government
Scope of services provided	<p>With an annual budget of \$42 billion, 95,000 employees, and 53 state agencies, CoPA sought to leverage SAP enterprise application technology to introduce leading practices to its core business processes in Finance, Budget, Procurement, Human Resources, and Payroll.</p> <p>In order to cut costs, CoPA's state administrative organization embarked on a significant phased rollout of a new system that would improve and standardize key internal business processes, such as accounting, budgeting, human resources, payment and procurement. But before the CoPA and the 53 state agencies that comprise it could begin deriving any benefits from the new system, they needed to teach almost 30,000 people how to use it.</p> <p>The team of BearingPoint, in the role of prime contractor, and IBM jointly provided consulting leadership and support for the following activities:</p> <ul style="list-style-type: none"> ▪ Consulting Team Leadership and key consultants for the Finance, Budget, Procurement, HR, Payroll and data warehouse teams, all consultants for the Infrastructure, Security and Applications Development and Integration teams, and the Training team. ▪ In addition the team provided a full suite of change management capabilities that focused on: mobilizing and aligning leadership across the Commonwealth, assessing and monitoring organizational risks across more than 50 departments, agencies, boards and commissions; engaging and communicating with stakeholders through more than 60 interactive events and a comprehensive promotional campaign; facilitating a smooth transition of the workforce to new systems and processes; and, designing and delivering a comprehensive end user training program that trained more than 20,000 Commonwealth employees through instructor-led and web-based training. ▪ IBM Hardware solution based on an AIX and Intel architecture was installed and is currently supported and operated by IBM Global Services Facilities Management team. System monitoring is provided by the Tivoli software suite. ▪ Technology requirements included extensive integration with remaining agency applications and external service providers (WebSphere Integrator), a Single Sign-On Architecture and web-enabled Employee Self Service. ▪ The SAP system was deployed following the SAP ASAP methodology extended by the IBM methodologies as required to ensure that a quality solution was delivered. ▪ Initial go-live in July 2002 for SAP Financials, Procurement, and Business Warehouse, followed by rollout to additional groups of state agencies in Oct. 2002, Jan. 2003, and July 2003. HR/Payroll "big bang" go-live in Jan. 2004, with the final agency, Dept. of Transportation, go-live with Financials and Procurement in July 2004.
Contract size	\$116 million
Start Date	March 17, 2001

Contract Term	March 2001 through August 2005
Contact Name	Phil Talarico, Integration Manager
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Contact Address	Bureau of Integrated Enterprise System 555 Walnut Street Harrisburg, PA 17101
Contact e-mail	ptalarico@state.pa.us
Vendor Project Manager Contact Information	Robert G Donaldson (877) 898-6490 rgdonald@us.ibm.com

Government of Alberta, Enterprise Wide PeopleSoft Implementation and On-Going Support

Organization Name	Government of Alberta, Canada
Industry	Provincial Government
Scope of services provided	<p>The Government of Alberta (GOA) needed a way to increase the availability of information to better manage their \$22 billion in expenditures and take advantage of financial and HR systems that are more cost effective. Rather than cut services and programs to the public, GOA decided it needed to find ways to transform the way it delivered financial service and human capital management services to its 24,000 employees.</p> <ul style="list-style-type: none"> IBM implemented PeopleSoft Financials, HR and SCM to 2,500 users across 22 Ministries and agencies - heavily customized, HP/Oracle platform IBM created a portal that provides 24/7 self-serve access to financial and HR information to all employees, improving GOA's ability to address employee needs IBM delivered application management services to the GOA to support the business needs of more than 24 unique ministries as well as various boards and agencies IBM and the GOA are partnering to provide outsourced support for their Financial Management and Human Capital Management processes. The project includes strategic planning, client services, business process services, application management services as well as managed operations and print services. <p>Business Benefits Delivered:</p> <ul style="list-style-type: none"> Achieved goal of allowing the GOA to focus on their core business Initial outsourcing delivered savings of 30-35% Provided stable and predictable costs Ministries adapted to partnership service culture Increased career opportunities for GOA employees Service levels established and continuously improved PeopleSoft Production environment established and stabilized Reduced risk of upgrades / implementations by providing production environment expertise Improved integration across GOA replacing redundant systems Enabled GOA to meet new financial accountability and reporting requirements
Contract size	\$65 million US
Start Date	January 1995
Contract Term	Jan, 1, 2004 - Dec 31, 2009 (RENEWED)
Contact Name	As a courtesy to our client, request contact through Vendor Project Manager
Contact Telephone	N/A
Contact Address	N/A
Contact e-mail	N/A
Vendor Project Manager Contact Information	<p>Luda Pogrebinsky (780) 401-9576 Luda@ca.ibm.com</p>

State of Florida, PeopleSoft Design, Development and Implementation

Organization Name	State of Florida, Department of Financial Services
Industry	State Government
Scope of services provided	<p>Florida Department of Financial Services, which is responsible for managing financial processes, including accounting and auditing, as well as budget and expenditure monitoring for the State of Florida. The Department is chaired by the state's CFO, whose responsibilities include overseeing the state's fiscal health, keeping track of more than \$53 billion coming in and out of state government annually, and auditing state programs to make sure taxpayer dollars are accounted for and appropriately spent.</p> <p>The Florida Department of Financial Services has been using management system comprised of five disparate legacy information systems, which are collectively known as FFMIS (Florida Financial Management Information Systems), to fulfill the state's budgeting, cash management, accounting, purchasing, payroll, and human resource requirements. Because these disparate systems provide minimal integration of data, there is considerable duplication of labor by state employees, and often decision makers are unable to gain access to the enterprise-wide data they need because of the systems' insufficient reporting capabilities.</p> <p>IBM and BearingPoint are guiding the design, development, and implementation of an ERP system consisting of a core of PeopleSoft Financials, Enterprise Project Management, Enterprise Project Accounting, Enterprise Portal, and Purchasing. In order to reduce costs, our team utilized local subcontractors and offshore programming resources.</p> <p>The approximately two-year implementation is progressing over four phases:</p> <ul style="list-style-type: none"> ▪ <u>Mobilization</u> - During this stage, our team developed the project and staffing plans and the deliverable templates, as well as establishing roles and responsibilities for the project. ▪ <u>Requirements Confirmation</u> - Our team worked closely with key client stakeholders to identify business requirements for the client's desired future state. We then mapped the transformation of the current state to the future state in a detailed gap analysis. During this phase, we began design of the system, including the new interface and chart of accounts designs. ▪ <u>Configuration/Development</u> - Our team is working on the detailed design of the system, including the functional and technical specifications and test scripts. Once the design is complete, we will configure the application and develop the custom components. ▪ <u>Implementation/Agency Rollout</u> - During this phase, our team will conduct system integration and user acceptance tests to validate the functionality of the system, provide training to familiarize end users with the system's operations, and transition the client's financial functions to the new system. The system is being deployed statewide in three waves over several months.
Contract size	\$72 million
Start Date	September 2003
Contract Term	September 2003 – February 2007
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Contact Telephone	(850) 413 1505

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Vendor Project Manager Contact Information	Ray Zaso (610) 263 8200 ray.zaso@bearingpoint.com

University of Virginia, Oracle Implementation Enterprise Wide

Company Name	University of Virginia, Oracle implementation
Industry	Public University
Scope of services provided	<p>University of Virginia (UVA) is recognized as one of the country's premier public universities. UVA has embarked on a long-range strategic planning process, setting the agenda for its third century. The strategic plan recognizes that the quality of UVA's administrative services and information systems must support its strategic vision.</p> <p>UVA's strategic vision cannot be met with current administrative systems or processes. UVA now supports 24 core information systems and 26 programming languages in addition to more than 120 shadow and supplemental systems. Many of the systems and business practices they supported were 20 to 30 years old.</p> <p>To facilitate meeting the strategic vision the following Oracle 11.0.3 modules were implemented: General Ledger, Accounts Receivable, Purchasing, Accounts Payable, Grants Accounting, Labor Distribution, Order Entry, Inventory, Training Administration, Human Resources, Payroll, and Fixed Assets. The next phase upgraded the system to the most recent release of the Oracle E-Business Suite 11i.9.</p> <ul style="list-style-type: none"> ▪ BearingPoint was selected to provide a variety of consulting services including: assistance with the business case development, procurement of certain Oracle software on behalf of UVA, consulting services related to phase planning, and consulting assistance with UVA's ERP implementation, referred to as the "Information Systems Project (ISP) Engagement." ▪ One outcome of the planning phase of the implementation was the decision to implement the Oracle suite of products over three major phases: Phase I—Financials, Phase II—Human Resources/Payroll, and Phase III—Student Information System. ▪ BearingPoint's Oracle Package-Driven Implementation Methodology was used to implement the application and manage the project. The methodology capitalizes on BearingPoint's Oracle, higher education, and ERP implementation experience. The implementation steps, collectively called "pathways," are based on Oracle's architecture and verify the applications' business process capabilities support the University's objectives and needs ▪ Supporting UVA's desire for minimal customizations, BearingPoint successfully identified a number of creative workarounds to utilize out-of-the-box functionality without compromising UVA's business requirements
Contract size	\$20 million
Start Date	December 1999
Contract Term	December 1999 to May 2004
Contact Name	Mr. Leonard W. Sandridge, Executive Vice President and Chief Operating Officer
Contact Telephone Number	As a courtesy to our client, request contact through Vendor Project Manager.
Contact Address	P.O. Box 400228 Charlottesville, VA
Contact e-mail	N/A
Vendor Project Manager Contact Information	Alicia Karam Harkness 703.747.3158

State of Arizona, Enterprise HRIS Project

Organization Name	State of Arizona
Industry	State Government
Scope of services provided	<p>At the State of Arizona, the purpose of the project was to implement an integrated System utilizing Lawson's Human Resources, Benefits and Payroll software applications and tools as a foundation. The overall software solution for the HRIS project will consist of IBM's DB2, Lawson, and third party applications. The software solution will be implemented in concert with process reengineering and cultural change management initiatives to support base HR/Payroll/Benefits capabilities of the Lawson based HRIS system.</p> <p>The State of Arizona replaced its existing human resource and payroll systems and other applications with a single integrated Human Resources Information System (HRIS) to be shared by all branches / departments/ agencies of the State Government. HRIS will provide agencies a single system for the administration of payroll, personnel, employee benefits and other related functionality eliminating the need for similar existing automated systems. The advantages that will accrue from HRIS include opportunities to streamline current HR processes, reduce costs, provide improved access to HR information for managers and employees, improve customer service and enhance flexibility to manage a rapidly changing workforce.</p> <p>Business Objectives Achieved from the new HRIS:</p> <ul style="list-style-type: none"> ▪ Improved HR/Payroll processing reliability ▪ Eliminated duplicate automated systems and processes within the State of Arizona ▪ Provided a user-friendly ad-hoc reporting tool ▪ Replaced the use of social security number (SSN) as the employee identification number with a unique identification number (UIN) for employees, retirees and applicants ▪ Developed time and attendance system that was easy for the end-users to use and capture data in a timely manner ▪ Provided access to payroll advice information to employees through employee self-service on the Web ▪ Eliminated agency HR office processing of routine employee data fields, such as home addresses, phone numbers and benefits changes through employee self-service ▪ Reduced paper handling and storage of employee records maintenance such as performance evaluations, training records, and leave balances, ▪ Provided availability of historical life to date payroll and human resource data, ▪ Eliminated redundant agency HR/Payroll systems/sub-systems by providing a functional, flexible, statewide HR/Payroll database design architecture, including a data warehouse, ▪ Reduced the time, methods and effort required to prepare standard, ad-hoc, and analytical reports for management and Legislative inquiries.
Contract size	\$18 million
Start Date	January 2001
Contract Term	On request
Contact Name	John Murrin
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Vendor Project Manager Contact Information	Jim Mauck, (865) 405-1542 jmauck@us.ibm.com

State of Michigan, Human Resources ERP Implementation Enterprise Wide

Organization Name	State of Michigan, Lawson Enterprise wide implementation
Industry	Government
Scope of services provided	<p>The State of Michigan needed to replace its aging and obsolete in-house HR/Payroll system with a web-based ERP system in conjunction with other e-government initiatives. Lawson was selected based on its employee and manager's self-service web capabilities. The strategy of this project was to implement a comprehensive Human Resources Management Network (HRMN) providing centralized, distributed and self-service access to Lawson's Human Resources, Benefits, Payroll, and Applicant Tracking software modules and application tools as a foundation. Additional functionality included electronic routing and approvals through process flow technology.</p> <p>The entire State was to be paid on Lawson; 65,000+ employees across all three branches of government. The system went operational on March 28, 2001, one day earlier than planned due to highly successful employee/payroll conversions process.</p> <ul style="list-style-type: none"> IBM worked closely with the State team through the business process re-engineering, configuration, conversion/interface coding, testing, and implementation and support activities of a Lawson HR/Payroll implementation. IBM provided Training and Change Management leadership. IBM also used the Project Office Management (PMO) tool to organize all aspects of project activities, which comprised of a staff of 35 IBM and 100+ State of Michigan resources. <p>Business Benefits Realized</p> <ul style="list-style-type: none"> Proven benefits of the implementation resulted in seven legacy systems reduced to two legacy systems 147 HR/Payroll/Benefit processes were addressed with no modifications to the Lawson base code 707 management reports were reduced to 163 68 separate entries of name, address, and SSN data reduced to one entry in HRMN Converted 104,000 employees with three kick outs, 18.7 million pay history records with zero kick outs Payroll calculation programs ran 38% faster than the estimated run times. Lawson system was so stable after implementation that the State entered a "lights out" production mode by the third pay cycle (Automated scheduling, automated monitoring, automated paging).
Contract size	\$23 million
Start Date	February, 1999
Contract Term	February 1999 through December 2004
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Vendor Project Manager Contact Information	Theodore Benca 517-333-9145 tbenca@us.ibm.com

Gwinnett County, GA, Public Schools, Human Capital Management Implementation

Organization Name	Gwinnett County Public Schools
Industry	Education
Scope of services provided	<p>Gwinnett County Public Schools (GCPS) supports the educational needs of the metropolitan Atlanta area. It is the largest school district in Georgia and the 25th-largest in the United States providing services to 135,000 students and employing 18,000 full- and part-time employees with an annual budget of US \$1.3 million.</p> <p>To save taxpayer money by cutting costs associated with hiring, GCPS wanted to implement an enterprise resource planning (ERP) system to help improve the productivity of its existing employees. The new solution needed to span across a number of internal processes. The goals of the project were to:</p> <ul style="list-style-type: none"> ▪ Enable GCPS to react quickly to local, state and federal regulatory changes ▪ Make administrative processes simpler and faster, giving teachers more time with students ▪ Implement a more efficient hiring process ▪ Streamline the purchasing process and lower costs by leveraging volume discounts. ▪ IBM provided consulting experts to complete an extensive evaluation of the district's systems and processes before choosing an appropriate ERP system. Based on the findings, the IBM consultants chose a PeopleSoft ERP platform. IBM was responsible for defining, designing, building and transitioning the solution at the client site. ▪ IBM implemented PeopleSoft Human Capital Management (HCM) V8.8, PeopleSoft Financials V8.4 and PeopleSoft Supply Chain Management V8.4 software, including general ledger, accounts payable, accounts receivable, expenses, e-procurement, purchasing, inventory, human resources, base benefits and payroll modules. <p>Business Benefits Delivered</p> <ul style="list-style-type: none"> ▪ Since the PeopleSoft implementation, GCPS has experienced an increase in productivity organization-wide, which ultimately will result in improved services for teachers and students. The district expects possible financial returns between US\$10 million and US\$30 million due to an improved supply chain and human resources process and increased overall efficiency. ▪ Due to the success of the first three PeopleSoft application implementations, GCPS plans to implement a PeopleSoft recruiting solution module to enable the human resources department to quickly procure teachers and administrative staff through the use of Web-enabled recruitment and resume processing.
Contract size	\$25 million
Start Date	July 2002
Contract Term	<p>Phase 1.0 – 7/2/02 – 12/2003</p> <p>Phase 1.5 – 1/2004 – 7/2004</p> <p>Phase 2.0 – 7/2004 – 6/2004</p>
Contact Name	As a courtesy to our client, request contact through Vendor Project Manager
Contact Telephone	On request
Contact Address	On request
Contact e-mail	On request
Vendor Project Manager Contact Information	<p>Joseph G. (Gordon) Burnett</p> <p>(404) 487-1413</p> <p>gburnett@us.ibm.com</p>

State of California Child Welfare Services Case Management

Organization Name	State of California, Child Welfare Services Case Management System
Industry	State Government
Scope of services provided	<p>The California child welfare agencies provide child welfare services in 58 counties from over 300 physical sites across the state. Functions include intake, client information, service delivery, case management, placement, court processing, caseload, resource management, system administration, program management, adoptions and licensing. Each of the 58 counties has a separate agency. There were 58 different case management systems, many of them manual. The customer was interested in providing tools and information to the counties which would maximize the effectiveness of child welfare resources and allow greater focus on accomplishing the mission of child welfare services. Federal funding was made available to the state to develop and implement an automated system.</p> <ul style="list-style-type: none"> IBM developed, implemented and operates a centralized online Case Management System (CMS), consolidating the operations of 58 agencies. This system provides case management capabilities for the more than 16,000 California Child Welfare System (CWS) case workers. The system utilizes fat-client architecture, running the client software under Windows 95, and the server software under MVS using CICS and DB2. CMS maintains one of the largest DB2 databases in North America. IBM Application Management Services provided industry expertise and a disciplined approach to design, develop, implement, and maintain CMS. Services included training and conversion. IBM delivers continued improvement in all new releases, exceeding Child Welfare Services satisfaction targets. The system is highly stable, available 24 hours per day, seven days per week for 20 months with no host outages. The number of tickets opened by the Help Desk has been continuously decreasing. IBM Strategic Outsourcing (SO) services included site preparation, wiring, equipment installation and configuration. SO manages and operates the mainframe host, servers, network and Help Desk and supplies and manages the desktop workstations. IBM Integrated Technology Services (ITS) maintains the hardware and systems software as well as performance monitoring and optimization. It also maintains operational management, backup and recovery, and security. The statewide information system maintains information regarding individuals, families, incidents, programs, service activities and resources to prompt the user in the delivery of child welfare services. The application gives caseworkers more time to focus on providing services, rather than on data entry work. <p>In addition to fulfilling State and Federal legislative intent, CMS provides policy makers with information to design and manage services.</p>
Contract size	\$690 million
Start Date	January 1992
Contract Term	In its 14 th contract year
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Contact Address	3775 N. Freeway Blvd, Suite 200 Sacramento, CA 95834
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Vendor Project Manager Information	Catherine Mori Tel: (916) 567-2107 email: cmori@us.ibm.com

6.2 Benefits to the Commonwealth

6.2.1 Economic Benefits

Implementation of the Commonwealth Partners' proposal provides the Commonwealth the opportunity to reap the benefits of streamlining business and administrative support to free the agencies to serve the citizens of the Commonwealth.

In order to protect Virginia jobs, IBM intends to deliver support for this project within the Commonwealth. This includes, as referenced in the Executive Summary, locating an Application Maintenance Center in Virginia.

6.2.2 SWAM Support

The Commonwealth Partners are recognized as committed to expanding our suppliers' access to new and strategic business opportunities. Recently, IBM was recognized as one of the top ten companies for diversity by *Online Trade Publication for Diversity* and on *DiversityInc.com's* Top 10 Supplier Diversity list. IBM's goal is to build long-term relationships with its suppliers, not just manage a series of transactions. As prime on the Enterprise Applications Program, IBM will bring these practices to bear on this contract, committing that these opportunities are available to Virginia SWAMs. Listed below are companies that the Commonwealth Partners are in discussion with and have expressed a willingness to work with our team.

<p>Indigetechn www.indigetechn.com</p> <p>C.W. Laugerbaum, Director of Strategic Markets cw.laugerbaum@indigetechn.com 804-344-8324 ext. 117</p> <p>830 East Main Street, suite 1801 Richmond, VA 23219</p>	<p>Founded in 2000, IndigeTech is a registered Virginia Small business. They deliver technology solutions designed to keep decision makers informed and help organizations make better business decisions by leveraging existing information and systems for immediate value.</p> <p>IndigeTech's solutions include enterprise enablers that make an organization's information more accessible:</p> <ul style="list-style-type: none"> ▪ Executive Dashboards ▪ Business Intelligence Portals ▪ Data Warehouses ▪ Enterprise Application Integration <p>IndigeTech has existing, successful solutions with VITA, VDOT Healthcare providers, and healthcare insurers.</p>
<p>Code X, Inc. www.codexinc.net</p> <p>Ranjit Sen, President ranjitsen@codexinc.net 804-521-4405</p> <p>501 East Franklin Street, Suite 300 Richmond, VA 23219</p>	<p>Founded in 1999, Code X Inc. (CXI) is rapidly emerging as a leader in the world of software development and IT staff outsourcing. CXI is a Virginia-based Minority Business with its headquarters in Richmond, VA and branch offices in India and UK. With a focus on deploying advanced solutions quickly, CXI employs a proven approach to deliver value every time.</p> <p>CXI enters the software development cycle at any point which best fits the customer's need. CXI provides secure, reliable, and agile IT infrastructure services using standardized methodologies to help you save time and money, and to give focus on your core business.</p> <p>CXI personnel have expertise and experience in:</p> <ul style="list-style-type: none"> ▪ Web Based Applications ▪ E-Commerce Solutions ▪ Web based Content Management Systems ▪ Application Maintenance ▪ Re-engineering and Migration ▪ Intranet Applications

<p>Macro Solutions, Inc www.macrosolutions.com</p> <p>Amy Wright, President awright@macrosolutions.com 703-527-9400 Ext. 201</p> <p>2000 North 14th Street, Suite 900 Arlington, VA 22201</p>	<p>Macro Solutions is a woman-owned SBA 8(a) / SDB full service IT and management consulting firm focused on assisting established corporations, government agencies and start-up companies with the selection, implementation and maintenance of core business solutions.</p> <p>Macro Solutions' straightforward business model of Efficiency Management, operational excellence, industry-leading technology, and business integrity delivers sustainable, superior results for client organizations in the short term and positions them for ongoing success in the long term.</p> <p>They have implementation experience with many financial systems software packages, including Oracle, PeopleSoft, SAP, Elevon (Walker Interactive), Lawson and others for both federal government as well as commercial clients. They provide assistance throughout the systems development lifecycle, from software selection through implementation and testing.</p> <p>Macro Solutions has in-depth knowledge of how to set up and maintain financial systems. Along with that, they have expertise in the following functional areas:</p> <ul style="list-style-type: none"> ▪ General Ledger ▪ Accounts Payable ▪ Accounts Receivable ▪ Asset Management ▪ Purchasing ▪ Budgets ▪ Inventory Management
<p>Mindbank Consulting Group of Richmond www.mindbank.com</p> <p>Stephen H. McCaskill, Director of Business Development Steve.McCaskill@Mindbank.com 804-934-0047</p> <p>4860 Cox Road, Suite 200 Richmond, VA 23060</p>	<p>Mindbank Consulting Group of Richmond, LLC, a branch of Mindbank Consulting Group of Virginia, is a certified Woman Business Enterprise (WBE) through the Commonwealth of Virginia's Department of Minority Business Enterprise. Mindbank specializes in providing management and Information Technology (IT) consulting services through a unique business model that delivers the highest quality services at competitive prices.</p> <p>Mindbank will leverage proven best practices and resources developed over the past 18 years to provide outstanding support to the Commonwealth, thereby ensuring that State projects are designed, developed and implemented by technology experts with world-class management and technical skills.</p> <p>Mindbank has developed a database of over 40,000 highly qualified, technical consultants in the State of Virginia. This database represents an outstanding resource that will be used to support the broad range of IT requirements anticipated under the PPEA contract. Mindbank consultants stay current with industry certifications and provide excellent support using state-of-the-art tools and technologies in the following areas:</p> <ul style="list-style-type: none"> ▪ Network Engineering ▪ Enterprise Application Integration ▪ Distributed and Object Oriented Software Development ▪ Internet/Intranet/Web Development ▪ Business Process Re-engineering ▪ Windows and Unix Systems Administration ▪ Database Development and Administration using DB/2, Oracle and Sybase ▪ Mainframe Support ▪ Client Server Systems Support ▪ Technical Deployment ▪ Specialized applications including asset management and fleet management

	<ul style="list-style-type: none"> Enterprise Resource Planning (ERP) using PeopleSoft, SAP and Oracle Financials
<p>Investment Management Enterprises (IME) www.ime-mts.com</p> <p>Dr. Twyla Garrett, President and CEO tgarrett@ime-mts.com 410-365-8798</p> <p>PO Box 441521 Fort Washington MD 20744</p>	<p>Investment Management Enterprises is a Certified Small, Women and Minority-owned (SWAM) business headquartered in Richmond, VA. Specializing in high-end IT/IS Technical and Management services with clients on the Federal, State, and Local level. IME has a significant track record of delivering products and services to the Commonwealth of VA (COVA):</p> <ul style="list-style-type: none"> IME personnel served as the COVA's Secretary of Public Safety CIO providing program oversight and management for the ten agencies within the Public Safety during Gov. Gilmore's Administration and one and a half years with Gov. Warner's Administration. IME personnel served as the interoperability program chair under the COVA's Secretary of Public Safety. IME was awarded tasks in 2001 with COVA's Secretary of Public Safety to provide Program Management courses to all SPS Chief Information Officers. These courses and certification tracks proved to be very successful and are still being used today. IME provided technical support for the overall Configuration Management (CM) task of the SAP Department of Corrections (DOC) Implementation efforts. The subtasks included CM planning support, control, release software license management electronic distribution, auditing, and status accounting for DOC. IME provided e-Gov Implementation in support of the Office of the Governor for the Commonwealth of Virginia, this project included various initiatives : <ul style="list-style-type: none"> Promoted Business Cases Development Earned Value Management – Introduced managing their IT portfolio in accordance with the standard from Federal Government (i.e., Clinger Cohen Act) Cyber Security – Ensuring IT system properly secured (certified and accredited) including an independent verification and validation of the effectiveness of the IT security remediation process; and Human Capital – Performing IT skill gaps analysis and providing IT Training to fill the void. IME personnel serves as one of the five Program Managers tasked to provide oversight to the National Capital Region (NCR) Department of Homeland Security. <p>IME can provide life-cycle program management, requirement gathering, logical and physical security assessment, independent verification and validation (IV&V), testing, process management and proofing capabilities. IME also has proven experience and expertise in executing business process reengineering and change management.</p>
<p>Alltech International www.alltech.net</p> <p>Dan A. Krevere, Vice President & COO dak@alltech.net</p> <p>Centennial Plaza 8298 - B Old Courthouse Road Vienna, VA 22182 703-506-1222 Ext. 11</p>	<p>Alltech International, an SBA – SDB certified and a Woman Owned company, over the past 12 years has grown into one of the premier specialized technology consulting, staffing, systems solutions, and professional services providers in the Washington, DC area.</p> <p>Alltech provides systems solutions in the areas of Data Warehouse, IT Systems Security, CRM, eCommerce, DSS/EIS, Client-Server Development and can provide full lifecycle planning, coordination and management.</p> <p>Alltech provides professional services to assist clients in critical areas of hard to find expertise, such as: Business Process Re-engineering, ERP, CM, DA/DM, NT, and UNIX, Testing and IV&V systems Analysis and Development, Administrative and Technical Operations Support, and Database Administration.</p>

	Alltech International has won Awards from Amtrak as the MBE of the year and the Department of Transportation Administrator's Award for Outstanding Minority Business Enterprise for initiatives in service. In 2002, Alltech International was awarded TSA's MBE award for quality work on the TSA-Strategic Airport Security Rollout (SASR) project.
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6.3 Legislative Compliance

6.3.1 Proprietary Requested Material for FOIA Exclusion

Information for Which Confidentiality Treatment is Requested in Accordance with Virginia Law

Section	Reason for Protection
Section 5 Financial Proposal and Justification	The Financial Terms for each engagement are highly customized and reflect our unique, business-process methodologies that provide IBM a competitive advantage in the marketplace. Competitive offerings are often based upon the tools, methodologies, and processes that enable a vendor to offer the financial terms. Disclosure of such prices and methodologies and would result in material harm to the vendor in the marketplace.
Schedule 2.2: Statement of Work Sections 9.1 and 9.2	These sections contain pricing. The Financial Terms for each engagement is highly customized and reflect our unique, business-process methodologies that provide IBM a competitive advantage in the marketplace. Competitive offerings are often based upon the tools, methodologies, and processes that enable a vendor to offer the financial terms. Disclosure of such prices and methodologies and would result in material harm to the vendor in the marketplace.
Schedule 8.1 Fee Schedule	The Financial Terms for each engagement is highly customized and reflect our unique, business-process methodologies that provide IBM a competitive advantage in the marketplace. Competitive offerings are often based upon the tools, methodologies, and processes that enable a vendor to offer the financial terms. Disclosure of such prices and methodologies and would result in material harm to the vendor in the marketplace. Some aspects of the pricing (summary dollar amounts) may be disclosed upon conclusion of the competitive phase, but should not be disclosed at this phase to ensure a fair procurement process.
CMSA Section 13.1 Limitation of Liability and Disclaimers	Limits of liability are uniquely negotiated in accordance with the associated risk in connection with the size/complexity of the proposal. Disclosure of the total limit of liability would give offeror a competitive disadvantage and the financial interest of IBM would be adversely affected.
CMSA Section 19.1 Indemnification by Vendor	Indemnification by Vendor are uniquely negotiated terms in accordance with the associated risk and in connection with the size/complexity of the proposal. Disclosure of these indemnities would give offeror a competitive disadvantage and the financial interest of IBM would be adversely affected.
CMSA Section 12.4 Specific Disentanglement Obligations	The disentanglement obligations are unique to each engagement and as such are developed consistent with the scope of this proposal; disclosure of this Schedule may give offeror a competitive disadvantage and the financial interest of IBM would be adversely affected.

6.3.2 Compliance with PPEA Legislation and Conflict of Interest

Public-Private Education Facilities and Infrastructure Act of 2002 Section VI. B. Format for Submissions at Detailed Stage (Part 2)	
1. A topographical map (1:2,000 or other appropriate scale) depicting the location of the proposed project.	Not applicable to this proposal
2. Conceptual site plan indicating proposed location and configuration of the project on the proposed site.	Not applicable to this proposal

Public-Private Education Facilities and Infrastructure Act of 2002 Section VI. B. Format for Submissions at Detailed Stage (Part 2)	
3. Conceptual (single line) plans and elevations depicting the general scope, appearance and configuration of the proposed project.	Not applicable to this proposal
4. Detailed description of the proposed participation, use and financial involvement of the State, agency and/or locality in the project. Include the proposed terms and conditions for the project if they differ from the standard state General Conditions.	Refer to Volume II, Comprehensive Master Services Agreement
5. A list of public utility facilities, if any, that will be crossed by the qualifying project and a statement of the plans of the proposer to accommodate such crossings.	Not applicable to this proposal
6. A statement and strategy setting out the plans for securing all necessary property. The statement must include the names and addresses, if known, of the current owners of the subject property as well as a list of any property the proposer intends to request the public entity to condemn.	Not applicable to this proposal
7. A detailed listing of all firms that will provide specific design, construction and completion guarantees and warranties, and a brief description of such guarantees and warranties.	Not applicable to this proposal
8. A total life-cycle cost specifying methodology and assumptions of the project or projects and the proposed project start date. Include anticipated commitment of all parties; equity, debt, and other financing mechanisms; and a schedule of project revenues and project costs. The life-cycle cost analysis should include, but not be limited to, a detailed analysis of the projected return, rate of return, or both, expected useful life of facility and estimated annual operating expenses.	Refer to Volume 1, Section 5 Financial Proposal and Justification and Volume II, Schedule 8.1
9. A detailed discussion of assumptions about user fees or rates, and usage of the projects.	Refer to Volume 1, Section 5 Financial Proposal and Justification and Volume II, Schedule 8.1
10. Identification of any known government support or opposition, or general public support or opposition for the project. Government or public support should be demonstrated through resolution of official bodies, minutes of meetings, letters, or other official communications.	Not applicable to this proposal
11. Demonstration of consistency with appropriate local comprehensive or infrastructure development plans or indication of the steps required for acceptance into such plans.	Not applicable to this proposal
12. Explanation of how the proposed project would impact local development plans of each affected local jurisdiction.	Not applicable to this proposal
13. Description of an ongoing performance evaluation system or database to track key performance criteria, including but not limited to, schedule, cash management, quality, worker safety, change orders, and legal compliance.	Refer to Volume I, section 4.4 and section 4.15
14. Identification of any known conflicts of interest or other disabilities that may impact the public entity's consideration of the proposal, including the	IBM is not aware of any known conflicts of interest or other disabilities that may impact the public entity's consideration of this proposal, including the

Public-Private Education Facilities and Infrastructure Act of 2002 Section VI. B. Format for Submissions at Detailed Stage (Part 2)	
identification of any persons known to the proposer who would be obligated to disqualify themselves from participation in any transaction arising from or in connection to the project pursuant to The Virginia State and Local Government Conflict of Interest Act, Chapter 31 (§ 2.2-3100 et seq.) of Title 2.2.	identification of any persons known to the proposer who would be obligated to disqualify themselves from participation in any transaction arising from or in connection to the project pursuant to the Virginia State and Local Government Conflict of Interest Act, Chapter 31 (Section 2.2-3100 et seq.) of Title 2.2.
15. Acknowledge conformance with Sections 2.2 – 4367 thru 2.2-4377 of the Code of Virginia, the Ethics in Public Contracting Act.	IBM is in full compliance with Article 6. Ethics in Public Contracting, Sections 2.2-4367 thru 2.2-4377 of the Code of Virginia.
16. Additional material and information as the public entity may reasonably request.	We will respond to the Commonwealth's requests

6.3.3 SAS 70 Type II Report

Statement on Auditing Standard Number 70 (SAS#70) is an American Institute of Certified Public Accountants (AICPA) standard that provides for a method by which a CPA firm can issue a formal opinion on the controls over an organization's processing environment that has been outsourced to a third party. The report is intended for the customers of the service organization and their external auditors in order to be able to achieve controls reliance and limit the need for further external audit activity. IBM routinely participates in SAS#70 audits for our outsourced Customers, and provides those documents to those customers. These are confidential customer documents. For customers that request the SAS#70 on their environment, they run in a Data Center Operations environment that is designed to be compliant with a SAS70 audit.

Below is a description of the reports IBM has available that cover the IBM Outsourcing Centers and eBusiness Hosting facilities for the following scope areas:

IBM Scope SAS#70 Audit's for Managed Operations and Hosting in 2005 will be:

- Change and Problem Management
- Organization and Administration
- Logical Access
- Physical Security and Environmental Controls
- Computer Operations
- Client Service Delivery
- GSD331 (Managed Operations)

SAS #70 can be customer specific and applies to a specified environment to be covered in the audit, which includes customer processes, along with the outsourcing vendor. SAS#70 are done on an environment after a customer begins operations and there is sufficient data to test for the (new) service provider, which meet American Institute of Certified Public Accountants guidelines. There must be a minimum of 6 months. If the Commonwealth Partners were fortunate enough to be selected to operate your environment under the Infrastructure PPEA, we would be able to participate in this audit.

6.3.4 Detailed Proposal Rules List of Conditions

Detailed Proposal Rules Section 1.13 Conditions	
1.13.1 The Detailed Package does not commit the Commonwealth to enter into a Comprehensive Agreement or similar undertaking with your organization or any other organization and the Commonwealth shall have the right to reject or accept any Detailed Proposal for any reason whatsoever.	Acknowledged and understood
1.13.2 The proposer acknowledges and agrees that the Detailed Package process is governed by the PPEA, including the Commonwealth Procedures for PPEA, December 2002, as may be amended, and the VITA Instructions to Proposers effective June 1, 2004. By submitting a Detailed Proposal, the proposer agrees to waive any right it may have to bring any claim, whether in damages or equity, against the Commonwealth, its agents and employees, with respect to any matter arising out of any process associated with the Detailed Package, including any protest or challenge of the proposers (if any) selected to negotiate a Comprehensive Agreement or the execution of a Comprehensive Agreement.	Acknowledged and agrees
1.13.3 Each proposer shall make the following representation and warranty in its Detailed Proposal cover letter, the falsity of which might result in rejection of its Detailed Proposal: "The information contained in this Detailed Proposal, or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the Commonwealth, is true, accurate, and complete. This Detailed Proposal includes all information necessary to ensure that the statements therein do not, in whole or in part, mislead the Commonwealth as to any material fact."	Cover letter compliant
1.13.4 Each proposer also shall represent and warrant in its Detailed Proposal cover letter that it has complied with the requirements of the PPEA in preparing and submitting its Detailed Proposal. In addition, each proposer shall provide to the Commonwealth copies of all documentation that it has provided to any affected local jurisdictions in compliance with section 56-575.6 of the PPEA.	Cover letter compliant
1.13.5 Timing and sequence of events resulting from the Detailed Package shall ultimately be determined by the Commonwealth.	Acknowledged and understood
1.13.6 No oral conversations or agreements with any officer, agent, or employee of the Commonwealth shall affect or modify any terms of the Detailed Package, and any alleged oral agreement or arrangement made by a proposer with any officer, agent, or employee of the Commonwealth shall be superseded by the Comprehensive Agreement that results from the Detailed Package process, if any. Oral communications by the Commonwealth to proposers shall not be considered binding on the Commonwealth.	Acknowledged and understood
1.13.7 Proposer shall in no event issue or publish a press release, article, brochure, or other form of publication, promotional materials, or advertisement that includes statements about the Detailed Package, their Detailed Proposals, or anything else regarding the Detailed Proposal process, the Commonwealth's initiatives, or the Commonwealth and its agencies, or in any way use any logo, trademark, or other symbol of the Commonwealth	Acknowledged and understood

Detailed Proposal Rules Section 1.13 Conditions	
and its agencies, without obtaining in advance the Commonwealth's express written consent to the form and substance of such issuance, publication, advertisement, or use, which may be withheld in the Commonwealth's sole discretion.	
1.13.8 By submitting a Detailed Proposal, the proposer shall be deemed to have represented and warranted: that its Detailed Proposal is not made in connection with any competing proposer submitting a separate response to the Detailed Package, and is in all respects fair and without collusion or fraud; that the proposer did not participate in the Detailed Package-development process and had no knowledge of the specific contents of the Detailed Package prior to its issuance; and that no employee or officer of the Commonwealth participated directly or indirectly in the proposer's Detailed Proposal preparation other than in responding to clarifying questions about the Detailed Package as described herein. The joint due diligence process conducted by the proposers in connection with the Commonwealth shall not be construed as constituting a breach of these representations and warranties.	Acknowledged and understood
1.13.9 Neither your organization nor any of your representatives shall have any claims whatsoever against the Commonwealth or any of its respective officers, agents, or employees arising out of or relating to the Detailed Package or these procedures (other than those arising under a Comprehensive Agreement with your organization in accordance with the terms thereof).	Acknowledged and understood
1.13.10 Until contract award, proposer shall not, directly or indirectly, solicit any Commonwealth employee to leave the Commonwealth's employ in order to accept employment with the proposer, its affiliates, actual or prospective contractors, or any person acting in concert with the proposer, without prior written approval of the Commonwealth. This paragraph does not prevent the employment by a proposer of a Commonwealth employee who has initiated contact with the proposer.	Acknowledged and understood